

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Embassy Kampala	2. AGENCY Department of State	3a. POSITION NO. 358201-50004627
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☒ No

4. REASON FOR SUBMISSION

- ☐ a. Reclassification of duties: This position replaces
 Position No. _____, (Title) _____ (Series) _____ (Grade) _____
- ☒ b. New Position
- ☐ c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Computer Control Assistant, 1825	FSN-07	AFRCC : MHB	8/27/2021
b. Other				
c. Proposed by Initiating Office MGT/IRM/ISC				

6. POST TITLE POSITION (if different from official title) Customer Service Supervisor	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION U.S. Embassy Kampala	a. First Subdivision Management Section
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b. Second Subdivision Information Resources Management (IRM)	c. Third Subdivision Information Systems Center (ISC)
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9. This is a complete and accurate description of the duties and responsibilities of my position. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>_____ Typed Name and Signature of Employee</div> <div>_____ Date(mm-dd-yy)</div> </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>_____ Typed Name and Signature of Supervisor</div> <div>_____ Date(mm-dd-yy)</div> </div>
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>_____ Typed Name and Signature of Section Chief or Agency Head</div> <div>_____ Date(mm-dd-yy)</div> </div>	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>_____ Typed Name and Signature of Human Resources Officer</div> <div>_____ Date(mm-dd-yy)</div> </div>
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13. BASIC FUNCTION OF POSITION

The Incumbent supports the Information System Center managing the Customer Service Center, serving as the primary Local Registration Authority (LRA) and designated American escort to the limited access area (LAA)s. The incumbent will serve as the supervisor and rating official for (2) Customer Service Analysts and (1) Asset Management Clerk position. The Customer Service Supervisor reports directly to the Information Systems Officer.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

A. Customer Support

40%

Within the Information System Center (ISC), the incumbent serves as the lead for the Customer Service Center and supervises the Customer Service Analysts positions for Information Technology requests. The incumbent will manage and monitor all IT customer service incidents from initial troubleshooting through ticket resolution for computer hardware and software incidents on all Department of State (DoS) Unclassified Networks including Opennet, Dedicated Intranet (DIN) and Wi-Fi.

Supports DoS Enterprise Solutions including Microsoft 365, Consular Affairs Systems, myServices, ILMS, E2 Travel, Contact Relationship Management, Time & Attendance and COAST.

- Tracks and manages IT service requests through myServices and uses troubleshooting techniques to identify, diagnose and solve problems while ensuring established benchmarks, and Uniform Service Standards are met.
- Determines if corrective actions can be taken, and if not, escalates the service request to the appropriate ISC team member.
- Provides feedback to customers, documents all activities in myServices, and advises the Systems Manager on the progress, status and any ongoing concerns with outstanding IT service requests.
- Performs daily operations per ISC's Standard Operating Procedures to ensure that Unclassified hardware and software is configured to meet the Department's Standard Operating Environment, utilizing Department Configuration Standards and adhering to IT Change Control Board Baselines.

B. User Account Management

30%

Serves as the primary American Local Registration Authority (LRA) to issue cards and certificates required for multi-factor authentication. Administers the LRA system to keep account repository current; maintenance includes removal of departed employees; erase returned cards and maintain adequate account inventory.

Serves as an Active Directory Customer Service Supervisor to create, edit, transfer and delete user accounts in accordance with Department standards. Monitors accounts for compliance; including proper account configuration, password and account expiration, and customer adherence to Department of State's mandatory training requirements.

C. Equipment Lifecycle Maintenance

10%

Responsible for distribution of new equipment hardware and proper disposal of retired equipment including workstations, monitors, laptops, printers, multifunction devices, universal power supplies and other IT equipment. Ensures the proper documentation is completed and maintained in accordance with the Department's records retention requirements.

D. System Documentation

10%

The incumbent creates and maintains required documentation. The documentation artifacts will include the following:

- User Account Acknowledgements / Agreements
- PKI Issuance Documentation
- Asset tracking Documentation including Equipment Disposals and Equipment Move and Transfers
- Standard Operating Procedures (SOP).

E. Limited Access Area (LAA) Escort

10%

The incumbent will serve as the primary American escort to external Internet Service Providers, contractors and Information Resource Management (IRM) Locally Employed Staff to LAA space, when required.

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Two years post-secondary Education is required.

b. Prior Work Experience:

Two (2) years' prior experience in the management and use of information systems including information technology customer service is required. At least one year of supervisory experience is also required.

c. Post Entry Training:

Training on federal information technology policies and security procedures. Agency-specific courses in network management, system administration, and information assurance

Formal training provided by Diplomatic Security, and the School of Advanced Information Technology (SAIT). Online training provided by the Foreign Service Institute (FSI).

- IA210 - Customer Service Supervisor Cybersecurity Foundation (one week)
- myServices Manager Training (2 days)
- ILMS / Ariba Procurement (1 day)
- ILMS / Asset Management (1 day)

d. Language Proficiency: *(List both English and host country language(s) proficiency requirements by level and specialization)*

Level IV (Fluent) speaking/reading/writing English is required.

e. Job Knowledge:

Good knowledge of the Mission structure and how their role fits into the organization. The position requires familiarization of the Embassy's customer service support systems in order to effectively provide the necessary level of customer service. Knowledge of the local IT business environment and how locally provided Internet service are managed. Position must understand how changes in Kampala's network infrastructure can impact customers. Knowledge of computer hardware and software capabilities; standard knowledge of Microsoft software applications, experienced at customer service, comprehension of management dashboards and organizational metrics. Standard office practices and problem-solving techniques.

f. Skills and Abilities:

- Ability to lift up to 50 lbs.
- Sound technical skills and decision making to independently manage, administer and maintain user accounts
- Developed interpersonal skills and ability to communicate variably with staff at post and help desks in DOS and ability to communicate information and problem solving in writing so others will understand. Ability to communicate verbally and in writing with senior management and local and international vendors.
- Analytical skills to provide subject matter expert recommendations and resolutions for technical problems related to equipment maintenance and operational readiness
- The ability to present new ideas to improve customer service processes and resolve customer problems.
- Must have excellent organizational and planning skills.
- Ability to identify, research, and resolve technical problems relating to the technical environment.
- Ability to work in stressful situations and meet deadlines.
- Ability to evaluate customer service metrics and dashboard data for process improvement.
- Must be able to obtain and hold a Top-Secret security clearance.

16. POSITION ELEMENTS

a. Supervision Received:

The Information Systems Officer directly supervises the incumbent and serves as the incumbent's rater; the Information Management Officer is the reviewer.

b. Supervision Exercised:

Serves as direct supervisor and rating official for (2) Customer Service Analyst positions and (1) Asset Management Clerk.

c. Available Guidelines:

Office instructions, general Mission and DoS IT procedures, Section 5 - Information Management of the Foreign Affairs Manual and Handbook.

d. Exercise of Judgment:

He/she must use good judgment and prioritize issues and tasks and escalate issues that require additional attention outside of normal operations. Prioritizes tasks including installations, systems upgrades, system administration, and maintenance challenges.

e. Authority to Make Commitments:

N/A

f. Nature, Level, and Purpose of Contacts:

He/she works with external contractors (local & international); for example, weekly contact with the Washington DoS Help Desk contractors to report outages and ongoing performance troubleshooting. Weekly contacts with internal customers at all levels from inside the Interagency and Department of State; including unclassified and SBU network customers to report both scheduled or unscheduled outages via phone or email, resolving computer hardware and software issues. Other Agency counterparts in USAID and CDC to collaborate on equipment modifications. Semi-annual/ annual contacts with VIP advance teams for assistance with technical requirements.

g. Time Expected to Reach Full Performance Level:

He/she is expected to reach full performance in 6 months.